

FIG. 1

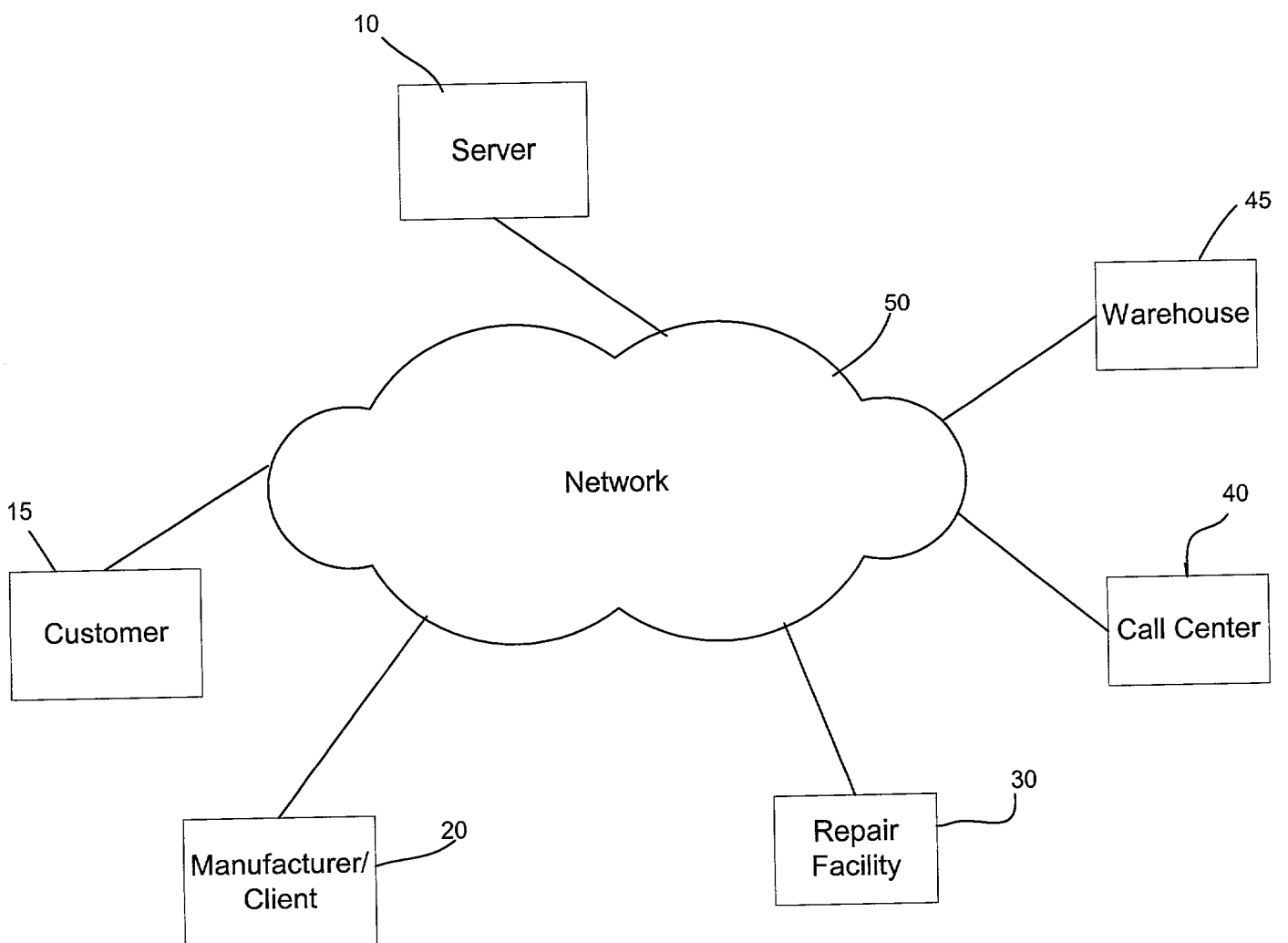


FIG. 2

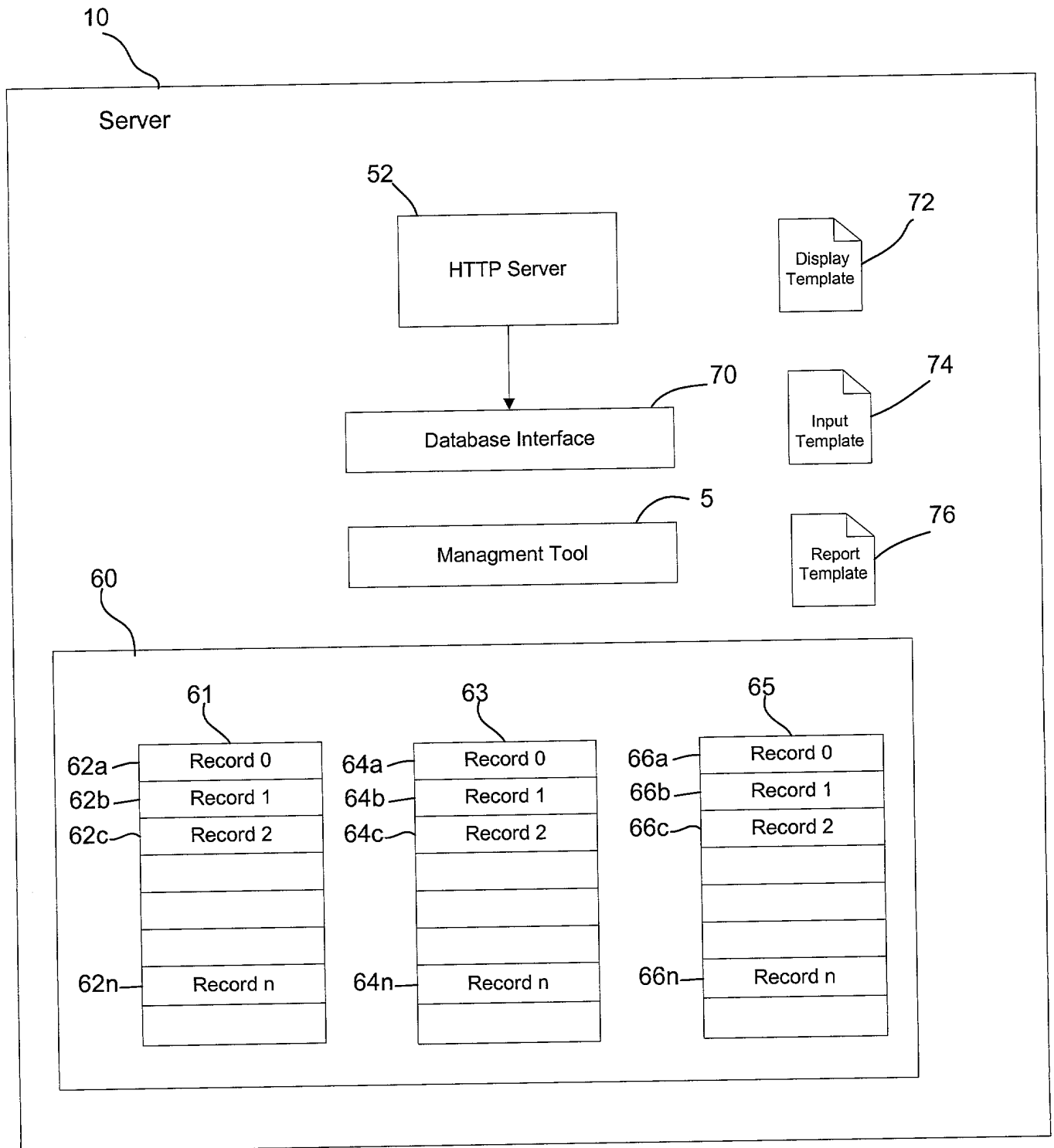


FIG. 3

Record 62

110	112	114	116	118	120	122	124	126	128
Record ID	Customer ID Info	Purchase Info	Call History	Customer Modification History	Return Info	Credit Card Info	E-mail Correspondence	Warranty Info	Shipping Info

Record 64

140	142	144	146	148
Record ID	User ID Info	Problem codes	Resolution codes	E-mail Templates

Record 66

150	152	154	156	158	160	162	164
Record ID	Product Info	Location	Quantity	Order Info	Invoice Info	Low-level Indicator	Product Modification History

FIG. 4

5

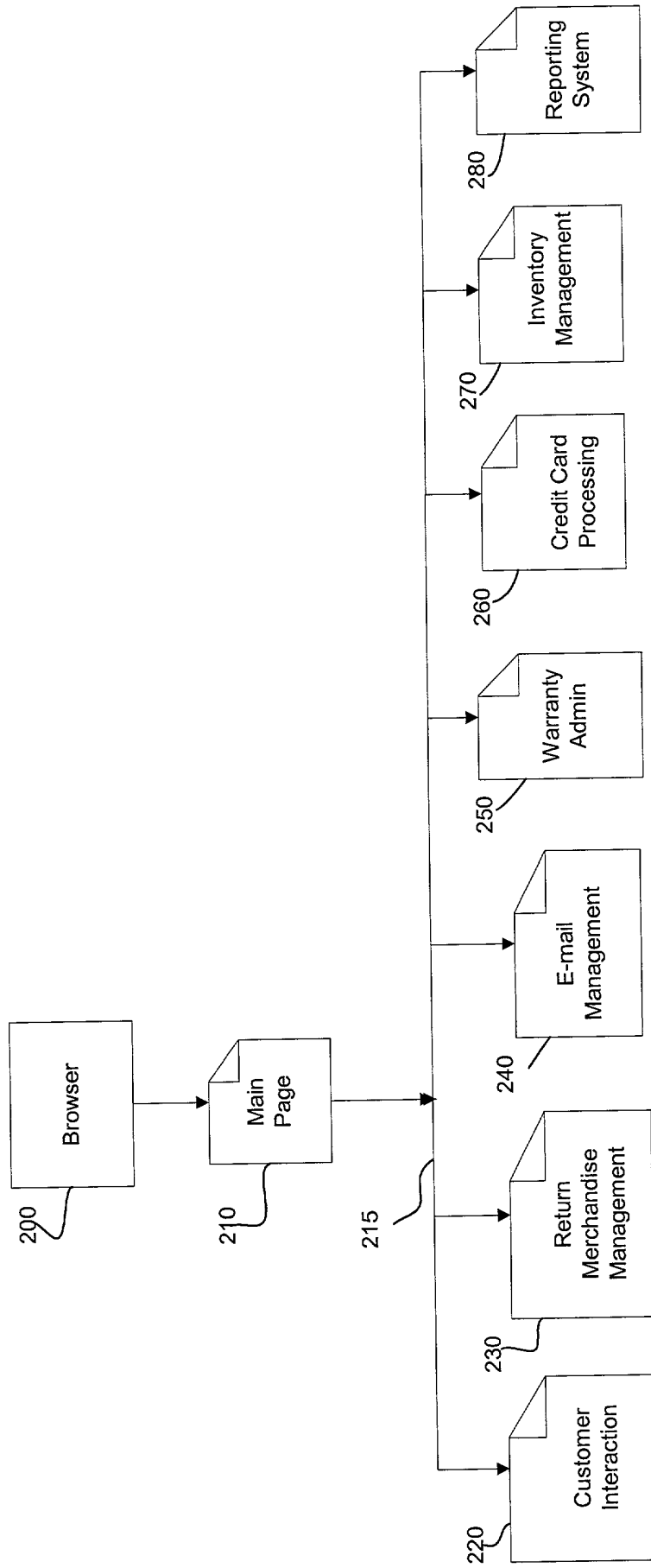


FIG. 5

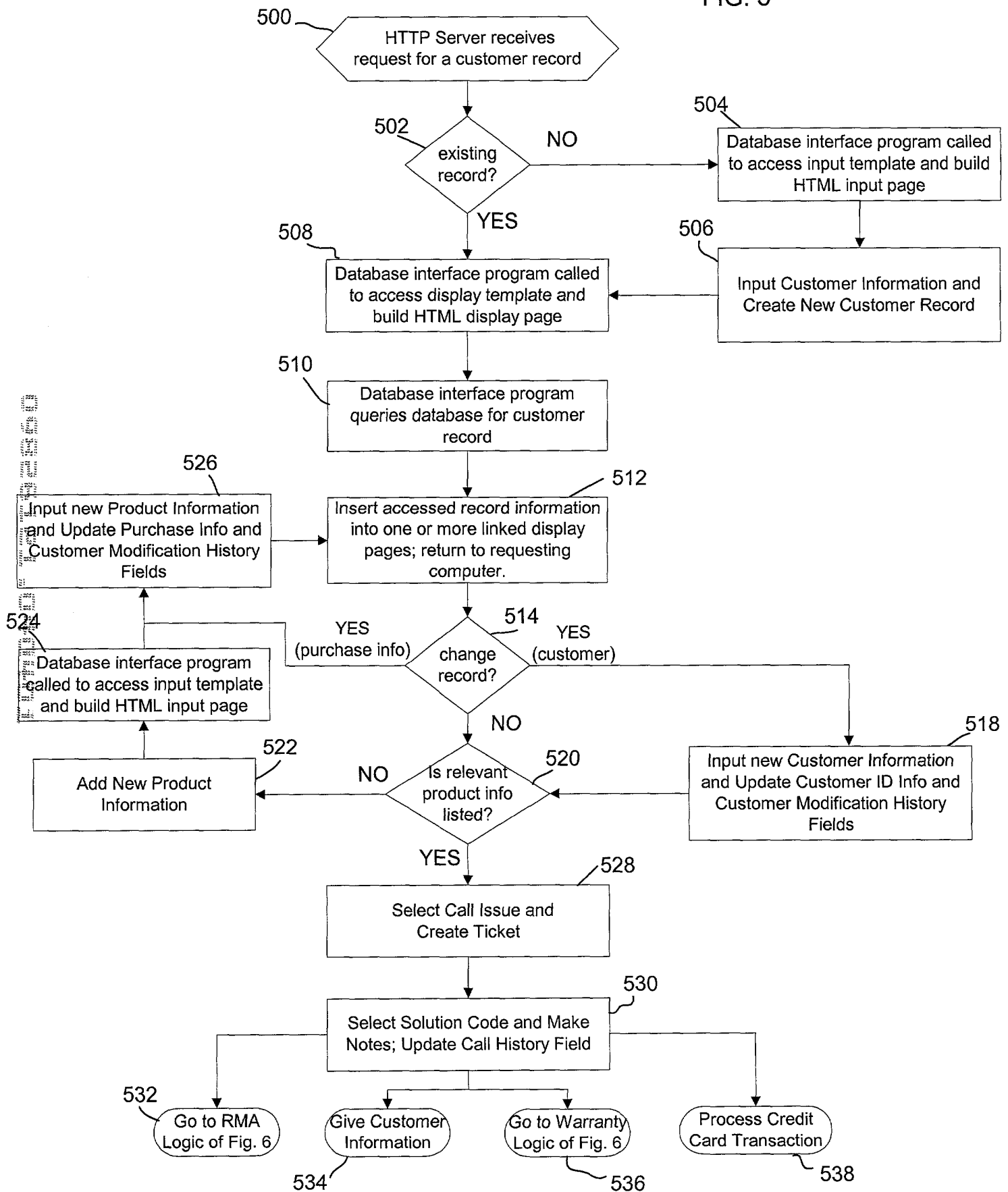


FIG. 6

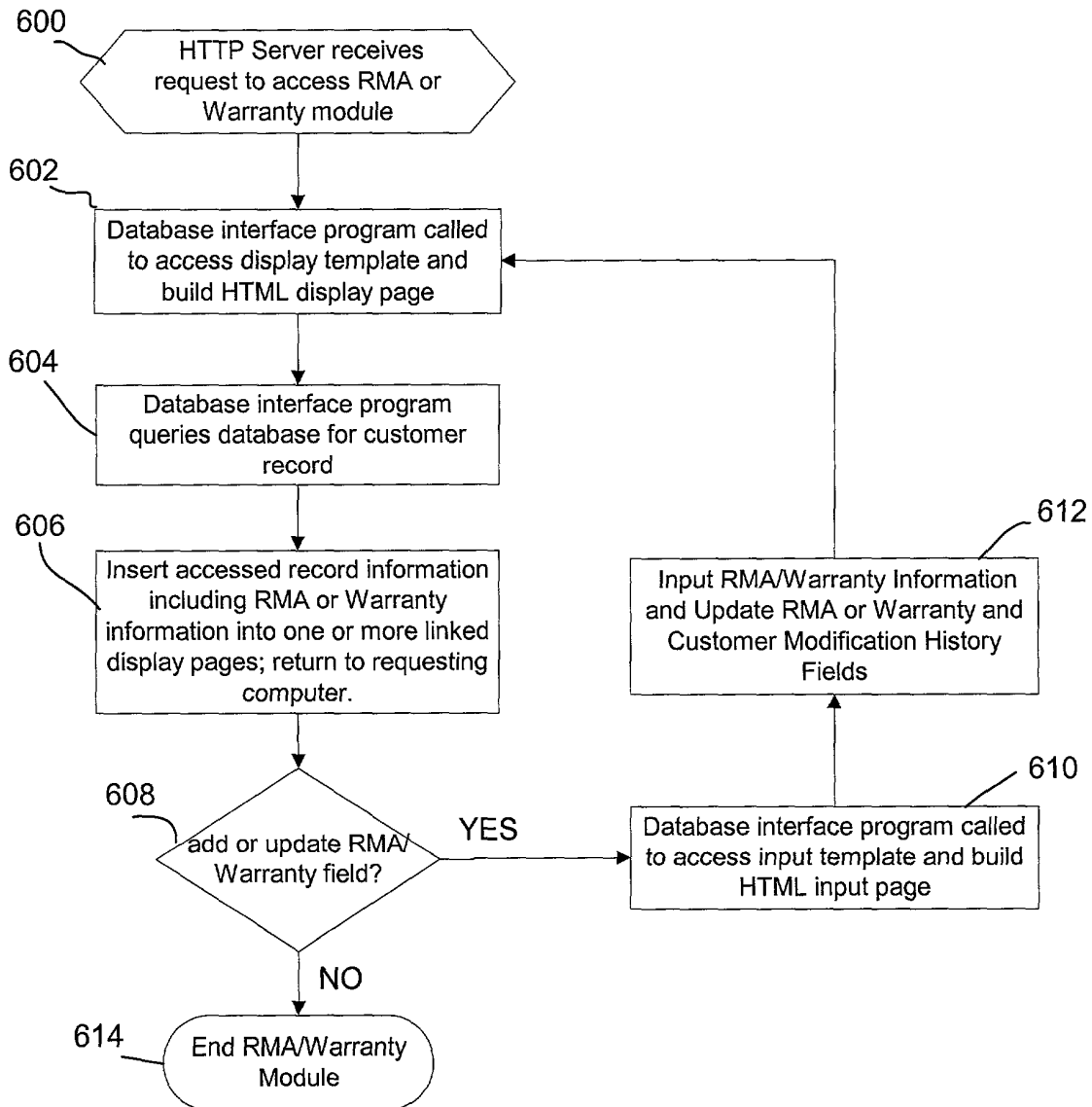


FIG. 7

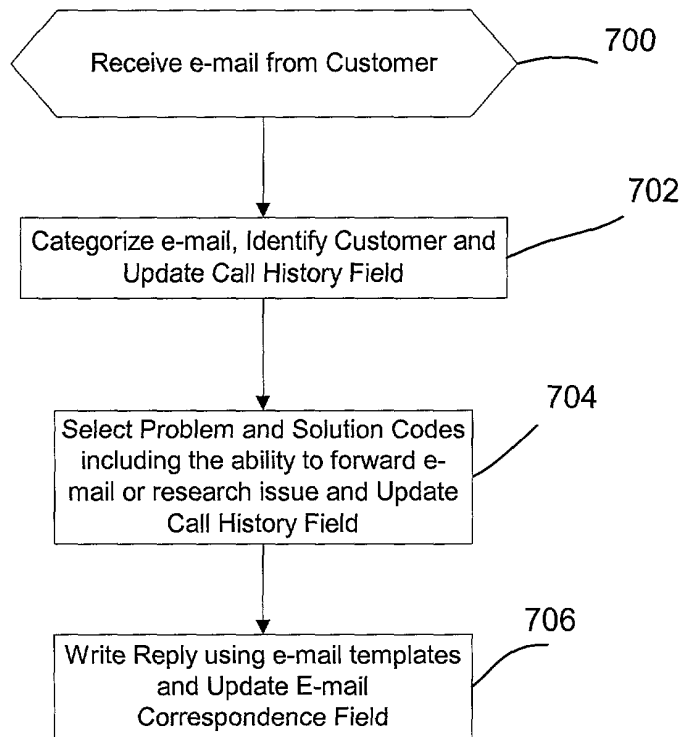


FIG. 8

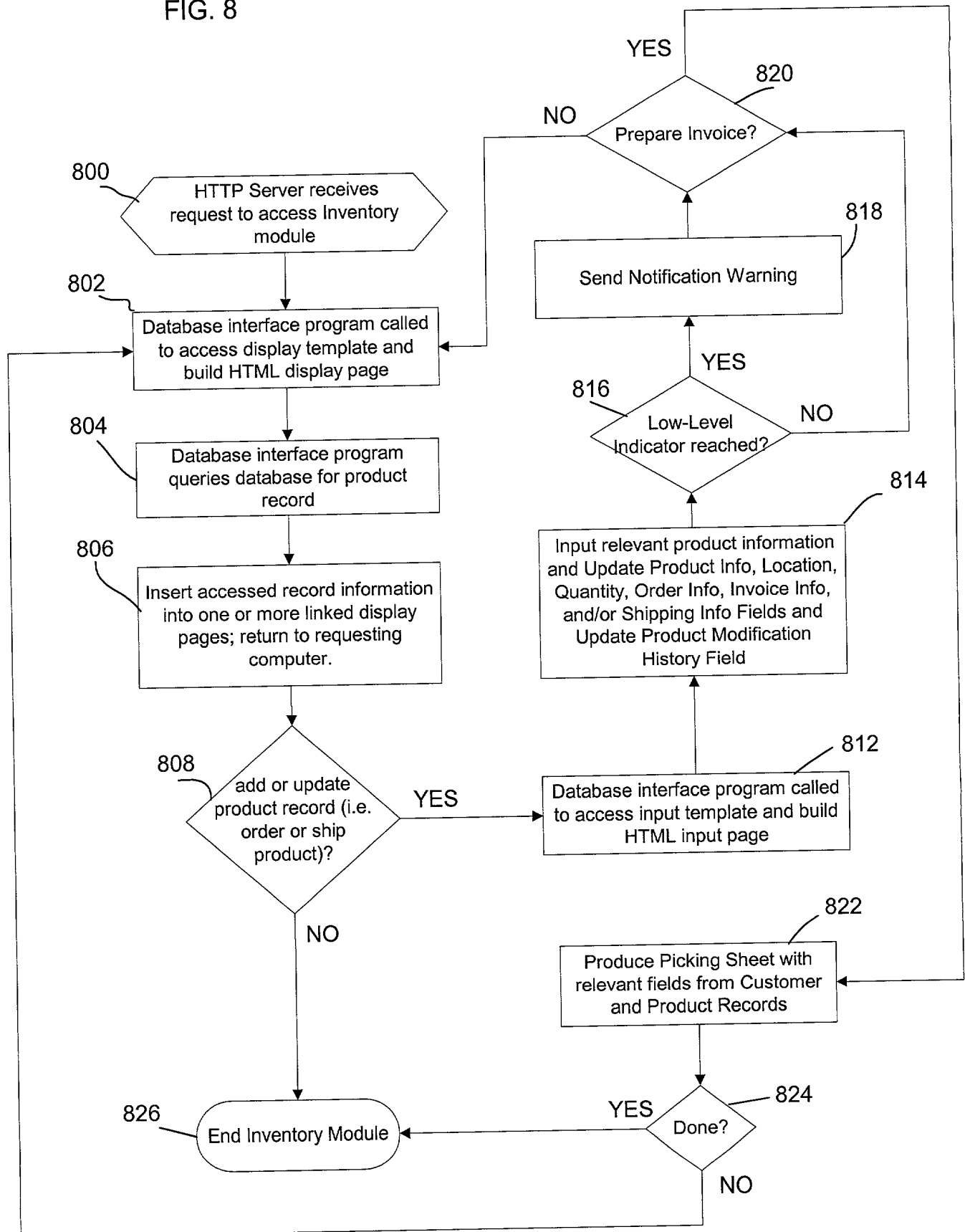




FIG. 9

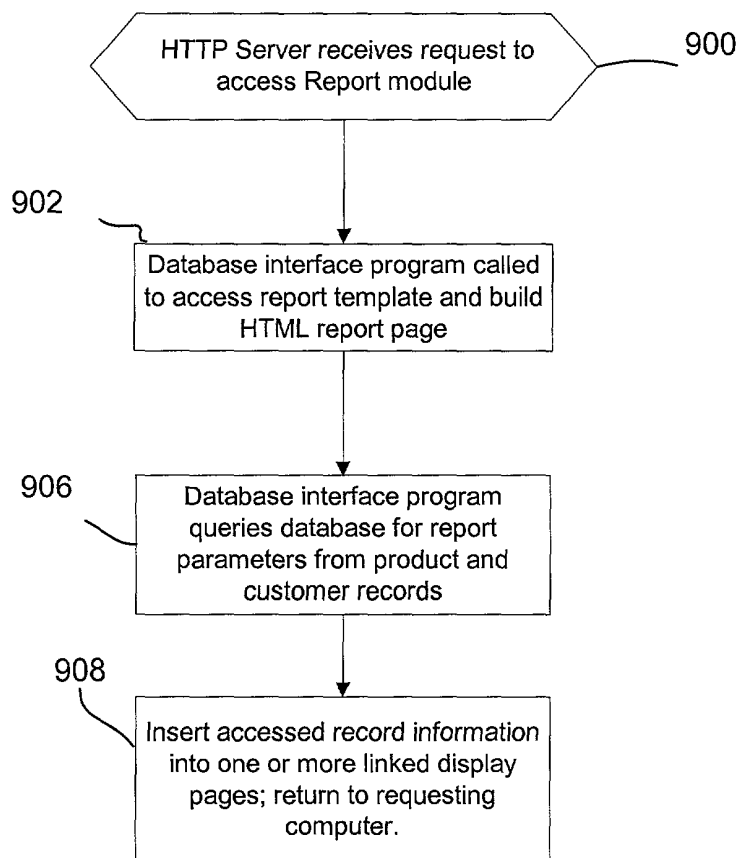


FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real com Links

Address http://crm.alorica.com/emachines/CustForm.asp?customer\_id=166515&Customer\_Product\_Id=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Warranty: In Call Out Call Issued  
Test ID: ID: Warranty: Num: 10 RMA 0 EW: Out #:

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
First Name: Toni  
Last Name: Test  
Address: 40 Test Drive West  
City: Testville  
State:   
Zip: 12345  
Day Phone: 1234567890  
Night Phone(Optional): 9191919191  
Fax(Optional): 8282828282  
Pager(Optional): 1818181818  
Email(Optional): tttest@testa.com  
Company(Optional): Testa  
Modify

Send mail to  
Customer Record Modification History

Done Internet

FIG. 11A

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail CR PIN Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Test Customer 166515 Customer Product ID: 175097 Part Warranty In Call Warranty Out Call Num: 10 RMA 0 EW Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID	Customer Product ID	Serial Number	RMA Replaced
166515	175097	111222333	0

Add New or Another Product:

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail CR PIN Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product.asp?customer\_id=166515&customer\_product\_id=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Test Customer 166515 Customer Product ID: 175097 Part Warranty In Call Warranty Out Call Num: 10 RMA 0 EW Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
Model Number: 400id   
Serial Number: 111222333  
Monitor Serial Number:  
Purchase Date (MM/DD/YYYY): 12 / 10 / 1999  
Part Warranty Expiration Date (MM/DD/YYYY): 12 / 10 / 2000  
Purchase Store:  
Manufacturer: Emachines

Customer Product Record Modification History:

Agent Name	Date	Comment	Description
------------	------	---------	-------------

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 12

[ Note ] -- Web Page Dialog

Call Tracking For Customer ID:

Please select or create a problem ticket.

Ticket Id	Call Issue	Status
35	Promotion Inquiry	OPEN
37	Product Inquiry	OPEN

Total Record: 2

Call Issue: Promotion Inquiry Create Ticket

- Promotion Inquiry
- Brochure Request
- Product Inquiry
- Sales Processing
- Order Status Inquiry
- Technical Inquiry
- Complaints
- RMA Request
- RMA Status Inquiry

<http://www.nirve.com/NIRVE/CALLCNTR/NewTicket.asp> Internet

[ Note ] -- Web Page Dialog

Call Tracking For Customer ID: 3  
& Customer Product ID: 3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN

Total Record: 4

Problem Code: MOTHERBOARD Create Ticket

- HDD
- CD-ROM
- SOUND
- MOTHERBOARD
- OPERATING SYSTEM
- OTHER
- VIDEO
- INTERNET
- RESEARCH
- CUSTOMER SERVICE
- OTHER

<http://cm.alonca.com/pbcanada/NewTicket.asp> Internet

[ Nirve Call Tracker ] - Microsoft Internet Explorer

Call Tracking For Customer ID: 4

Call Time: 1 Min.

Ticket ID: 37

Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code

- Select A Solution Code
- Resolved Inquiry
- Processed Sale
- Sent Brochure
- Reported Complaint
- Issued RMA
- No Action

Add Record

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://ma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao [Log Out](#) **EMachines Support System**

**General Information**  
[Introduction](#)  
[RMA Status Check](#)  
[FAQs](#)  
[EMachines Inspection](#)  
[EMachines Quality Control](#)  
[RMA Receiving](#)  
[Find Receipts](#)  
[Mail Entry Receipts](#)  
[Receiving](#)

**EMachines Systems: RMA Status Check**  
You may search by any of the following:  
RMA Number   
Model Name   
Serial Number   
First Name   
Last Name   
Phone   
Zip Code   
Country   
Agent ID   
Issue Date From  To   
Sort By

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Internet

FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao  
Date: 7/11/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Toni Customer Customer  
Test ID: 166515 Product 175097  
Warranty In Call Warranty In Call Num Issued Rma 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

Done Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address http://crm.alorica.com/emachines/RMA\_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao  
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer Customer  
Test ID: 166515 Product 175097  
Warranty In Call Warranty In Call Num 10 Issue 1 EW: Out Rma:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date	May 22 2000
RMA Number	EM050022121
RMA Agent	Paul Hao
First Name	Toni
Last Name	Test
Address1	40 Test Drive West
Address2	
Address3	
City	Testville
State	Testonia
Zip Code	12345
Country	US
Contact	
Phone	1234567890
Alternate Phone	9191919191
E-mail	tttttt@testa.com
Alt E-mail	
Model Name	400id
Serial Number	111222333
Warranty (1:In 0:Out)	1
Purchase Date	

Done Internet

FIG. 15A

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://care.alorica.com/estwar/frameset.cfm?page\_name=customer\_info.cfm&Customerid=111667&RequestTimeout=1200&CFID=425&CFTOKEN=7133366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Back Forward

Search

Customer Information

First Name paul

Last Name hao

Address test

test

City, State Zip Diamond Bar CA 91765

Phones Day 9096102511

Evening

Fax

Email paul@alorica.com

Company Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://care.alorica.com/estwar/frameset.cfm?page\_name=customer\_info.cfm

Service Center

User Admin

Operation Reports

Log Out

Phones Day 9096102511

Evening

Fax

Email paul@alorica.com

Company Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	ttt
edward	2000-01-31 16:54:47	Update Customer Record	dox
edward	2000-01-31 17:06:41	Update Customer Record	test
edward	1999-10-27 15:39:24	Update Customer Record	Update info
edward	2000-04-28 16:28:17	Update Customer Record	cc
edward	2000-04-28 16:28:36	Update Customer Record	cc
edward	2000-01-31 10:13:33	Update Customer Record	dst
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:28:14	test	Modify

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FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://rma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao Log Out

EMachines Support System

Mass Receiving  
Mass Entry Receiving  
Receiving  
Print Traveler  
RMA Shipping  
RMA Shipping  
Operation Reports  
Agent Function Search  
Receiving Report  
Repair Stage Report  
QC Discrepancy Report  
Inspector Code Report  
Inspector Summary Report  
ToA Report  
Call Center Report  
EPR Shipping Report  
User Administration  
Download/

**Receiving Report**

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
<b>Received RMA</b>						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

Internet



FIG. 17A

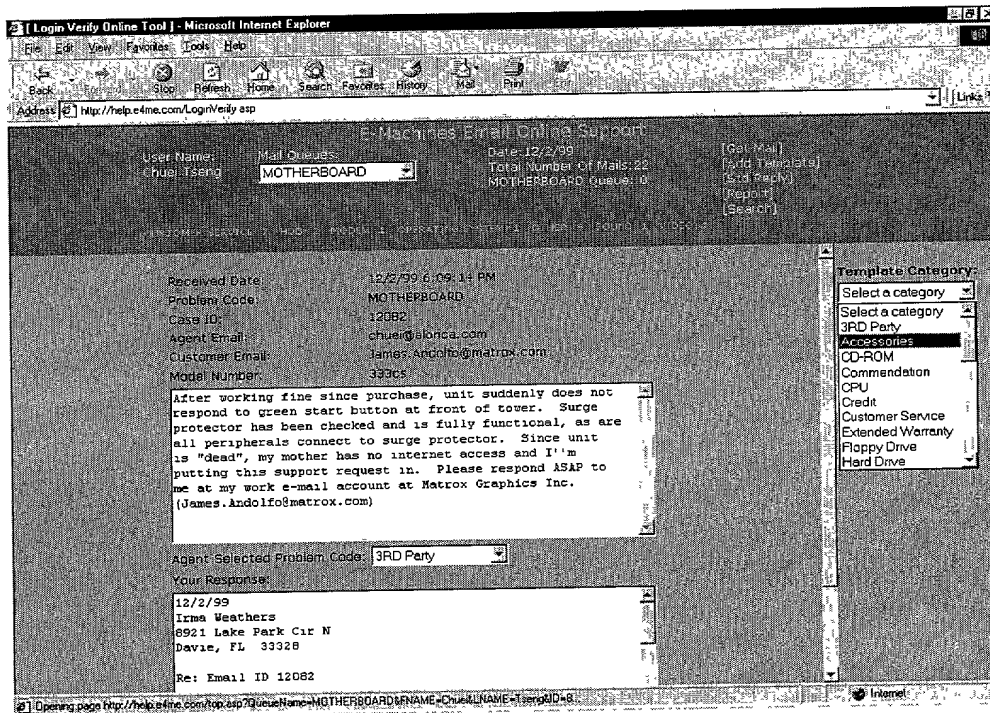
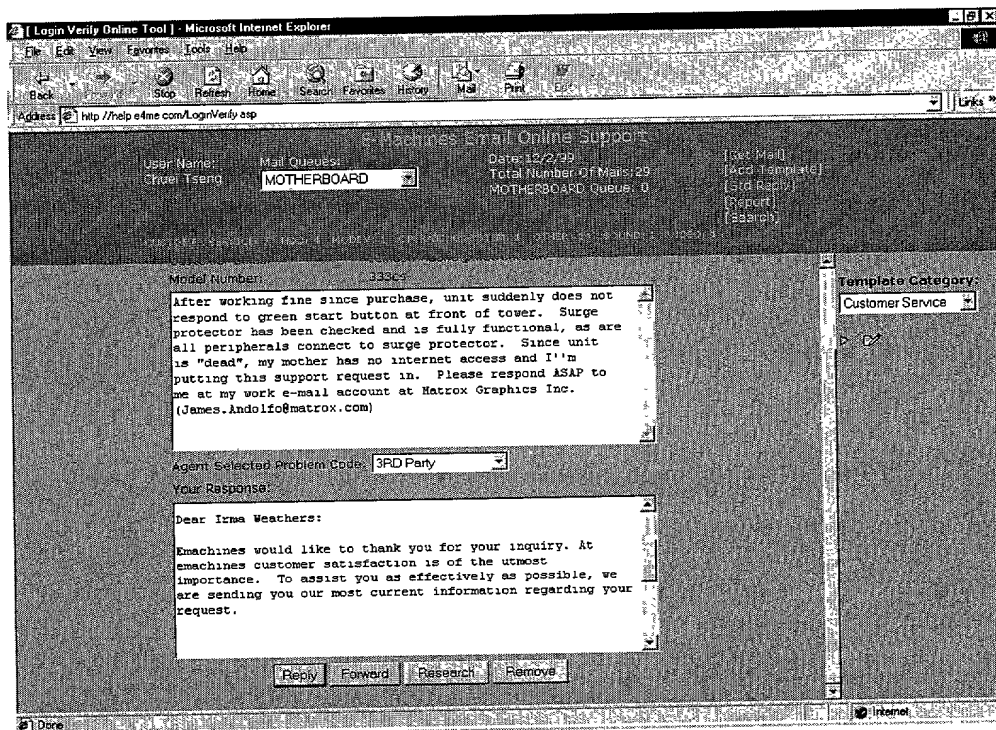


FIG. 17B



Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address http://www.techungla.com/pbnc/admin/ProductMain.asp?Product\_Id=338

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info: Compatible Model Sub-Data Inventory Records

Product Id: 338  
Category: PDA [Select] [Rename]  
Sub-category: MobilePro [Select] [Rename]  
Manufacturer: NEC [Select] [Rename]  
Part No: INB-002  
Model Type: Refurbished NEC Handheld Device Mobile  
SKU: MC-R520A  
Size: 1  
Quantities On Hand: 39  
Ordered Quantities: 2  
Low Qty Alert: 5  
Quantity On Order: 0  
Location Code:  
Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen  
Marketing Text: <html> <head>

FIG. 18B

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address http://www.techungla.com/pbnc/admin/ProductMain.asp?Product

Low Qty Alert: 5  
Quantity On Order: 0  
Location Code:  
Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen  
Marketing Text: <html> <head> <title></title> </head>  
Small Image Name: ProductImages/mpro770sm.gif  
Large Image Name: ProductImages/mpro770sm.gif  
Price (\$): 449.99  
Cost (\$): 0  
Weight (in lb): 5  
Discontinued: No  
Special Promotion: Yes  
Show on Home Page: Yes  
If unavailable will restock: Yes  
Will show on public web sites: Yes

Modify

Stores For Product ID: 338

Store Name	Remove
PB-NEC	[Remove]
[Add Store]	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

FIG. 19A

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.techungie.com/pbnc/admin/inventory.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/AT	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 S8 PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	V8 PWB-1841-1 SPECTRIA		0
030059	V8 PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.techungie.com/pbnc/admin/Purchase.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records

Vendor:  Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU:  Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents

FIG. 20A

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techung.com/pbnc/admin/InvoiceRec.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | Invoice | Orders | P.O.A. | Create Picking Sheet

Invoice ID: 9 eMachines  
Invoice Date: 12/28/99 12:21:09 PM  
Status: SHIPPING\_NOTIFIED

Ship To Address:

First Name: test  
Last Name: test  
Address: test  
City: test  
State: CA  
Country: USA  
Zip: 91748  
Day Phone: 1112223333  
Eve Phone: 3332221111  
Zip:  
Shipping Method: FedEx 2day Select

Credit Card Information:

Credit Card Type: MasterCard  
Credit Card Number: 4111111111111111

Date

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techung.com/pbnc/admin/PickingSheet.asp?Invoice\_Id=54830Id\_Invoice\_Id=1393

eMachines  
Agent Name Paul Hao

Ship to test test Bill to test test Date 12/28/99 12:21:09 PM  
test test  
test CA91748 test CA91748  
Tel: (111) 2223333 Tel: (111) 2223333  
Tel: (333) 2221111 Tel: (333) 2221111  
Email paul@alorica.com

Phone (111) 2223333 Customer ID 8533 Invoice ID 1393

Part No	Location	SKU	Model	Qty	Ship	Shipped	S/O Available Date	Tracking No	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9464054738381061385631		SHIPPING_NOTIFIED

Comment: This is a test

Date

Order Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295 16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298 16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18299 16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18300 16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18303 16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18304 16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur
18305 16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307 16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18308 16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur

FIG. 21B

**E Machines Support System - Microsoft Internet Explorer provided by ALORICA**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address http://rma.alorica.com/emachines/rmasetel.cim

Logged In As:  
Paul Hao

**E Machines Support System**

[Upload RMA](#)

### RMA Defect Parts Inventory

Part Request	SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
<a href="#">Status Check</a>	559	Floppy Drive	eMachines	aFDD Samsung SFD-321B		1	1.10	A12	Edit
<a href="#">C2 Message</a>	525	Heat Sinks	eMachines	aFan Onent MMX/AMD-K6		0			Edit
<a href="#">C2 Change Repart</a>	526	Heat Sinks	eMachines	aFan AAYD MMX/AMD-K6/MII		1			Edit
<a href="#">Fullfillment</a>	527	Heat Sinks	eMachines	aFan AAYD MII(w/o PAD)		0			Edit
<a href="#">Reservat</a>	528	Heat Sinks	eMachines	aFan AAYD Intel PIII SECC2		0			Edit
	529	Heat Sinks	eMachines	aFan Dusing Celeron SEPP (w/o Clip)		0			Edit
<b>Parts Request</b>	530	Heat Sinks	eMachines	aFan Dusing Celeron SEPP Clip		1			Edit
<a href="#">Fullfillment Form?</a>	531	Heat Sinks	eMachines	aFan AAYD Celetron FCPGA		1			Edit
<a href="#">Fullfillment Form?&lt;br/&gt;Fullfillment Form?&lt;br/&gt;Gr Process Form?&lt;br/&gt;Statue Form?&lt;br/&gt;Reservat Form?</a>	532	Heat Sinks	eMachines	aFan Foxconn Intel FCPGA		0			Edit
	AL002	KDS Products	KDS	aOne mouse		0			Edit
	AL003	KDS Products	KDS	aOne Keyboard		1			Edit
	AL004	KDS Products	KDS	aOne power cord		1			Edit
<b>Warehouse</b>	565	Keyboards	eMachines	aKB Chicony 2971-Standard		0			Edit
<a href="#">RMA Part</a>	567	Keyboards	eMachines	aKB Chicony 5001-Standard		2			Edit
<a href="#">RMA Defective Part</a>	568	Keyboards	eMachines	aKB BTC 5000A(G-Key/Internet)		7			Edit
	569	Keyboards	eMachines	aKB BTC 5190(19-Key/ekeys)		3			Edit
<b>Administration</b>	232	Modems	eMachines	aModem Rockwell MW520C		74			Edit
<a href="#">User Administration</a>	414	Modems	eMachines	aModem Lucent MM9250		159			Edit
<a href="#">Find User</a>	571	Mouses	eMachines	aMouse Logitech M-SASS1		6			Edit
<a href="#">RMA with No&lt;br/&gt;Processing Date</a>	AL001	Power Cord	eMachines	aTower / eView cord		0			Edit

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FIG. 22A

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Address http://clients.alorica.com/frameset.cfm

### Alorica Client

Client: emachines

Date: 9/12/2000

Log Out Add ACD List Groups Add Group Clients/Users Reports Admin

#### eMachines RMA report 9/13/00

SKU	Description	Weekly Usage	Weekly Ave	Current Inventory	Ordered	On Order	Arrival Date 1	On Order 1	Arrival Date 2	On Order 2	Arrival Date 3	On Order 3	Arrival Date 4	On Order 4	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	Projected Inventory End Week 5	Projected Inventory End Week 6
004	eTower 300	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
004	eView 150	0	0	0	424	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
005	eView 150	0	0	149,250	523	550	9/5/00	0	N/A	0	N/A	0	N/A	0	46,975	101,150	249,725	398,875	548,000
008	eView 150	0	0	14	799	0	N/A	0	N/A	0	N/A	0	N/A	0	10	10	10	10	10
008	eView 150	0	0	0	956	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
232	Rockwell MW560CI	1190	369.5	3491	2876	0	N/A	0	N/A	0	N/A	0	N/A	0	3121.5	2752	2382.5	2013	16
323	eTower 300 RMA	0	0	39	0	0	N/A	0	N/A	0	N/A	0	N/A	0	39	39	39	39	39
325	eTower 300 RMA	0	0	4	0	0	N/A	0	N/A	0	N/A	0	N/A	0	4	4	4	4	4
327	eTower 300 RMA	0	0	35	0	0	N/A	0	N/A	0	N/A	0	N/A	0	35	35	35	35	35
329	eTower 300 RMA	0	0	166	0	0	N/A	0	N/A	0	N/A	0	N/A	0	166	166	166	166	166
331	eTower 330 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
333	eTower 330 RMA	0	0	5	0	0	N/A	0	N/A	0	N/A	0	N/A	0	5	5	5	5	5
335	eTower 330 RMA	0	0	362	0	0	N/A	0	N/A	0	N/A	0	N/A	0	362	362	362	362	362
337	eTower 330 RMA	0	0	399	0	0	N/A	0	N/A	0	N/A	0	N/A	0	399	399	399	399	399
339	eTower 365 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
341	eTower 365 RMA	0	0	155	0	0	N/A	0	N/A	0	N/A	0	N/A	0	155	155	155	155	155
343	eTower 365 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0	0
345	eTower 365 RMA	0	0	814	0	0	N/A	0	N/A	0	N/A	0	N/A	0	814	814	814	814	814
347	eTower 365 RMA	0	0	117	0	0	N/A	0	N/A	0	N/A	0	N/A	0	117	117	117	117	117
349	eTower 365 RMA	0	0	23	0	0	N/A	0	N/A	0	N/A	0	N/A	0	23	23	23	23	23

Done Internet

FIG. 22B

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Address http://clients.alorica.com/frameset.cfm

### Alorica Client

Client: emachines

Date: 9/12/2000

Log Out Add ACD List Groups Add Group Clients/Users Reports Admin

#### eMachines Parts Request Detail Report

Request Date: 09/09/2000 ~ 09/09/2000  
Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090009023	Leblanc, Stewart		ups ground
09/09/00	EPR090009049	OLIVER, KIM		ups ground
09/09/00	EPR090009075	Dudley, Margaret		ups ground
09/09/00	EPR090009101	LEAHY, MARK		ups ground
09/09/00	EPR090009127	ARRICK, KAROLYN		ups ground
09/09/00	EPR090009153	ZULSTRE, BRIAN		ups ground
09/09/00	EPR090009179	Poling, Jame		ups ground
09/09/00	EPR090009180	dalmon, scotty		ups ground
09/09/00	EPR090009181	Brust, Kimberly		ups ground
09/09/00	EPR090009182	Poole, James		ups ground
09/09/00	EPR090009183	salcedo, carlos		ups ground
09/09/00	EPR090009184	Gesser, Gary		ups ground
09/09/00	EPR090009185	Rosa, Carlos		ups ground
09/09/00	EPR090009186	Sother, Greg		ups ground
09/09/00	EPR090009187	Fiegel, Randy		ups ground
09/09/00	EPR090009188	Crockett, Todd		ups ground
09/09/00	EPR090009189	DANING, RICHARD		ups ground
09/09/00	EPR090009190	CHATELLE, MICHELE		ups ground
09/09/00	EPR090009001	DUPOUX, ENROL		ups ground
09/09/00	EPR090009002	MICHEL, JANEI		ups ground
09/09/00	EPR090009003	Baxter, Charlese		ups ground
09/09/00	EPR090009004	Levin, Denise		ups ground
09/09/00	EPR090009005	Berkovitz, Paul		ups ground
09/09/00	EPR090009006	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009007	brodigan, edward		ups ground
09/09/00	EPR090009008	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009009	MCDONNELL, ROBERT		ups ground

Done Internet